

From: DG Work davidguyan@mr-carpet.co.uk
 Subject: Complaint form
 Date: 6 January 2022 at 15:06
 To: Mark Trype mark.trype@btinternet.com

Mark
 Can you fill in the gaps please.
 DG

Fibre Complaints Form	
Company Name	MR CARPET LTD
Contact Name	DAVID GUYAN
Contact Number	020 8879 0485
Fibre account number	F1638B
Product description	MALDIVES MARLIN
Width and cut length	5.75 x 3m
Description of the complaint	UNEVEN SURFACE NOT LOOKING RIGHT. UNEVEN PILE.
How much of the cut is affected?	ALL
Has it been fitted? When?	CHRISTMAS 2020
Photo images must be provided	E mail to reception@fibreflooring.com (a.o Julia)
When did fault start to appear?	NOT LONG AFTER
Site visit? (Retailer must attend before Fibre agent.)	YES PHOTOS TAKEN.
Customer name	Mrs Mrs HENSHAW
Customer address	24 OSEPDENE ROAD LONDON SE5 8EG
What solution is the customer hoping for?	Refund
For office use:	
Invoice number	42152
Manifest number	
Roll number	
Date of delivery	
J&K, WB, Log, Photo folder, Issues	
Inform Agent - Inform ID	
Action taken	
Which Factory?	
Factory code?	
Claim from Factory?	
Credit received?	